

2001/2002 Plan of Service Review

ADMINISTRATION 18841	Standards of Service	Measures of Service Delivery
Council & Board CP, GG, SV, AS, TdS, HR, GCo	a) Council will meet at least twice each year with one third or more members present and will perform necessary actions in a timely manner CP b) Board will met at least 4 times per year with 5 or more members present and will perform necessary action in a timely manner CP c) By January 02, Board will develop a financial plan for on-going operations GG d) By February 02 Board and Council will meet to develop long range plan and annual plan of service GG e) By April 02 Council will meet to approve long range plan, plan of service and budget GG f) By February 02, Board will develop financial plan SV g) By March 02, Board will revise long-range and annual plans of service SV h) Council will meet twice yearly AS i) Board will meet monthly AS j) Board and Council will provide oversight and monitor activities TdS k) Board and Council will meet with annual Council meeting to be held the 1 st week of March HR l) Board and Council will make decisions re: annual plan of service, annual budget, long range planning review GCo	a) Attendance will be recorded in official minutes and submissions to Library of California Board will be timely CP b) Attendance will be recorded in official minutes and submissions to Library of California Board will be timely CP c) Quarterly Financial statements will be given to Board GG d) Minutes will be posted and distributed GG e) Minutes will be posted and distributed GG f) Plan by February 02 SV g) Council will adopt long-range and annual plans of service SV h) Irregular communications from members and annual survey in January to measure satisfaction with service AS i) Irregular communications from members and annual survey in January to measure satisfaction with service AS j) Loc Board and CSL to monitor and evaluate state reports TdS k) Annual budget, plan of service to be approved and submitted to LOC Board by April 1, 2002 HR l) Annual documents to give opportunity for formal evaluative review GCo
Administration & Management CP, GG, SV, AS, TdS, HR, GCo	a) Network Administrator for CPLN will satisfactorily complete 90% of assigned tasks by specified deadline CP b) Contract with PLS to manage various programs and direct member services GG c) Develop and facilitate the work of network committees and sub-regional interest groups SV d) Executive Director and Chief Financial Officer will prepare accurate and timely reports, etc. SV e) Administrative Assistant/Corporate Secretary supports both the Council and the Board AS f) Administration and financial support services are contracted with a CLSA system in the region AS g) Administrative staff to provide timely, accountable, necessary support services to members and to the Board and Council TdS h) Regional Administrator to coordinate management of all regional operations, working with contracted personnel such as legal counsel and an accountant in an efficient, effective manner HR i) Timely, accurate, complete work by staff to support resource sharing purpose and to support the decision-making activities of Council, Board, and Committees GCo j) Attend Regional Network meetings and some LOC Board meetings GCo	a) Personnel Committee review of Board and Council minutes will verify completion of assignments to standard CP b) Board will review various service programs quarterly GG c) All committees will have agendized meetings by December 01 SV d) Council and Board will review SV e) Irregular communications from members and annual survey in January to measure satisfaction with service AS f) Irregular communications from members and annual survey in January to measure satisfaction with service AS g) Outside auditor (to perform annual audit), accountant, and legal counsel will advise staff and recommend policies and procedures TdS h) Timeliness and legal requirements will be met HR i) Timely response with organized information to requests GCo j) Number of conferences and meetings attended; number of committee appointments GCo

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Recruitment see also Public Awareness 18847 GG, SV	a) By Fall 2001, a membership recruitment plan will be implemented to solicit memberships from libraries that would enhance the services provided to members GG b) Recruit potential members, review applications, update list of potential members, review and follow-up on applications, submit to LOC Board SV	a) Review of service programs by Board; Quarterly reports to members and the State GG b) Annual report to LOC Board regarding recruitment activity SV
Committees GG, SV, AS	a) Regional Resource Clearinghouse Committee; E-Book Consortium, with Collection Development, Contracting & Technical subcommittees; Q&A Cafe; Technology/Interconnection Committee; ILL/Delivery Committee GG b) Membership, Marketing/Public Awareness; Strategic Long-Range Planning, Bylaws & Structure; Finance/Budgeting; Service Program Planning; Automation; ILL/Serials; Reference; Children's Services/Youth Services; Consortium Pricing Committees will be formed including members from all types of libraries by December 01 SV c) Ad Hoc Committees will address initial areas of concern, e.g. membership, resource sharing AS	a) Minutes of all committee meetings will be posted and distributed to interested parties GG b) All committees will have agendaized meetings by December 01 SV c) Irregular communications from members and annual survey in January to measure satisfaction with service AS d)
Policy & Protocol Development SV	a) Begin to study and to recommend policies in relating to library services in various areas of interest to regional libraries SV	a) Review by Council and Board of Directors SV
Transition Issues SV	a) Contract with consultant to study integration of MVLS and 49-99 Systems SV	a) No specific measure given SV

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TELECOMM INFRASTRUCTURE 18842 (a) (b) (d)	Standards of Service	Measures of Service Delivery
Connections CP, AS, TdS, HR, GCo	a) 90% member institutions will have ISDN or equivalent installed by 6/30/02 CP b) 90% members will have high-res FAX installed by 6/30/02 CP c) Cover telecommunications costs TdS for ASLN, equipment, services AS d) Telecommunication connections between regional offices TdS e) Email accounts TdS available for all member libraries and HRLN staff HR f) Maintain, oversee, troubleshoot system connections—T-1, ISP, software—to provide uninterrupted service to members GCo	a) 90% members report successful connection 95% of the time CP b) 90% to report successful transmission 95% of the time CP c) Annual Survey in January (with additional measures to be added as program progresses) AS d) Monitor telecom devices for successful receipt of messages TdS e) None specific identified HR f) Track system availability GCo
Email List CP, GG	a) 90% members will subscribe to Email List CP b) Members able to communicate on like-interests via 4 continuing and 1 new Email List GG	a) 90% of users rate satisfaction excellent or very good CP b) Poll members semi-annually on communication effectiveness and possible improvement GG
Web Site CP, GG, SV, AS, TdS, HR, GCo	a) 90% members to get meeting agendas and minutes from Web Site CP b) Regular access to services & operations information via expanded Web Site (Directory, Qtly Newsletter, Activity Calendar) for members GG c) Web Site to be up-to-date and available with links to new members SV d) ASLN Web Site will be available 98% of the time AS e) Up-date Web Site monthly and evaluate use patterns and traffic TdS f) HRLN Web Site to be available at least 160 hours / week and updated within 2 days of receipt of new information HR g) Useful, accurate, and current Web Site GCo	a) 90% of Email List participants to rate satisfaction excellent or very good CP b) Monitor growth throughout year with resulting increase of services GG c) 80% member satisfaction reported in annual survey SV d) Annual survey in January AS e) Mount evaluation form on Web Site to collect use patterns and traffic volume TdS f) Mount evaluation form on Web Site HR g) Regular review of site and collection of use statistics GCo
Conferencing CP, GG, SV, GCo	a) Videoconferencing & Call Bridging where possible will be used for meetings or trainings 2 times in 2001/2001 CP b) Provide access to telecommunication sites GG c) Conference calls used for meetings and videoconferencing capacity explored SV d) Provide 3 videoconferencing sites GCo	a) 90% of videoconferencing participants to rate as successful CP b) Members will attend virtual meetings and trainings GG c) 80% member satisfaction reported in annual survey SV d) Statistics of use and program evaluation from site managers GCo
Virtual Indexes /Databases CP, GG, SV	a) 90% of sheet music requests will be checked in the NSCLS Song Index via Web Site CP b) Member Directory, Telecom Sites, Staff Strength/Expertise Directory Databases will enable regular access to services and operations GG c) Provide electronic database licensing and related activities SV	a) 90% users of Song Index to rate satisfaction excellent or very good CP b) No specific measure given GG c) No specific measure given SV

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Virtual Catalogs CP, GG, HR, GCo	a) 90% members will use NSCLS Catalog or URSA for bib verification and to place holds for materials CP b) 50% of members by June 2002 to participate in a linked systems project or be a beta partner for region-wide union catalog GG c) 95% of items in member library collections to be identifiable for patrons and staff via a single search interface either by Z39.5 and/or links to non Z39.50 catalogs HR d) 95% of items requested due to search in union catalog will be transmitted between member libraries in 3 work days or less HR e) Use the virtual catalog as a resource sharing identification tool to encourage direct loan GCo f) Identify uncataloged collections and libraries without Z39.50 capability GCo	a) Quarterly & annual review of use statistics by CPLN Board & Council CP b) Monitor growth throughout the year with resulting increase of services GG c) Transaction reports through RSS system for each library and for system HR d) Email links of Virtual Catalog and RSS pages for user evaluation HR e) Uninterrupted catalog availability GCo f) Count the number of collections identified GCo
Regional Technology Planning GG, SV, GCo	a) Implement findings of 2000/01 Resource Sharing Initiative Study GG b) Automation Committee, Council and Board continues to plan for automation standards for new members; upgrade, expand, link 2 virtual catalogs; connect to new members with 39.50; provide technical assistance SV c) ILL and Resource Sharing Committee to meet to understand direct loan GCo	a) Monitor progress and growth of communication with result of increasing services GG b) Members continue to connect via Z39.50 SV c) Focus groups or small group meetings re direct loan GCo
Technology Inventory SV	a) Continue technology Inventory, providing assistance and funding to members as needed and available SV	a) No specific measure given SV
Training TdS	a) Conduct training sessions for ILL and other intraregional services TdS	a) Complete Training sessions by Spring 2002 TdS

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REGIONAL DELIVERY 18842 (c)	Standards of Service	Measures of Service Delivery
Materials Delivery— Studies GG, SV, TdS	<ul style="list-style-type: none"> a) Will establish trials and demonstration delivery models, which may include reimbursement GG b) Study delivery options to all members; survey frequency needs; extend delivery to new members; SV c) Assess needs of new members; survey alternative delivery methods; maintain service to CLSA member libraries TdS d) Delivery to new members (not CLSA or SIRCULS) based on needs assessment with choice of delivery methods offered (UPS, USPO, courier) TdS 	<ul style="list-style-type: none"> a) Evaluation based on success of delivery of materials to patrons of member libraries in timely and cost effective manner GG b) Council & Board to evaluate workload and adjust as needed SV c) Evaluate merits and costs of different methods and recommend adjustments TdS d) Evaluate merits and costs of different methods and recommend adjustments TdS
Contract with System CP, SV, TdS, HR, GCo	<ul style="list-style-type: none"> a) 90% of items sent via NSCLS (Contract with System) delivery delivered in 3 working days CP b) deliver items via most cost effective method per identified needs of member library users at least once a week; currently via contract with MVLS & 49-99 (though not so stated in POS) SV c) 90% of items delivered within 2 working days via contract with Inland & Serra and other means as appropriate TdS d) 95% of items delivered within 4 working days after pickup with average delivery time between locations to be 2 working days via Contract with SJVIS, expanding van-based CLSA delivery schedule to include 2/week delivery to non-public libraries, with modifications as needed HR e) CLSA-funded delivery continues via BGCLS for public libraries GCo 	<ul style="list-style-type: none"> a) Samples of contracted NSCLS delivery staTdS collected quarterly to be reviewed annually by CPLN Administrator and Board; Quality measured by survey of members; monthly, quarterly, annual reports CP b) Tally items shipped/delivered, stops/pickups per week, days between placed in shipment and delivery and evaluate via satisfaction survey, Council & Board cost/benefit assessment SF c) Survey (items sent, turnaround time, etc) for 2-weeks twice yearly TdS d) Statistics collected for review to include items shipped, stops per week/per site, days elapsed in delivery compiled and reported to Board quarterly HR e) Review number of items shipped, stops, deliveries completed GCo
3rd Party Contracts CP, AS, GCo	<ul style="list-style-type: none"> a) Extend 3rd-party delivery contracts where feasible CP b) Use regional shipping companies as-needed to remote and/or infrequent users of delivery CP c) Facilitate 2.5 deliveries per member library per month on service purchased from outside vendor AS d) A courier service will provide delivery for non-pulbic libraries GCo 	<ul style="list-style-type: none"> a) No specific measures given CP b) No specific measures given CP c) 75% of items to be delivered within 2 working days AS d) Review number of items shipped, stops, and deliveries completed GCo
Electronic Delivery TdS	<ul style="list-style-type: none"> a) Use electronic delivery whenever possible (FAX, email, 800 voice & FAX, DSL) TdS 	<ul style="list-style-type: none"> a) No separate measure given TdS

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TRAINING & CONTINUING EDUCATION 18845	Standards of Service	Measures of Service Delivery
Training Sessions CP, GG, SV, AS, TdS , GCo	<ul style="list-style-type: none"> a) 25% of members will participate in such training as may be offered in Cataloging, Reference, Technology Skills by the region or by contract with other trainers CP b) Coordinate offering of additional workshops and classes for members on a cost-sharing basis GG c) Provide 8 training sessions: 2-Reference, 4-Technology, 2-ILL/Direct Loan SV d) Cover expenses of 2 or more region-wide training events within the year AS e) Provide 4 sessions of 3-day CORE Effective Reference Performance in different areas of the region TdS f) Based on member interests select 2 topics for training sessions to be provided 4 times each in different areas of the region TdS g) Provide 1 or more service training in the center of the Region GCo 	<ul style="list-style-type: none"> a) 90% of attendees of training will rate individual workshops as good or excellent CP b) Collect number of workshops and participants, and evaluations of workshop and training participants GG c) Collect numbers of participants, participating libraries, and locations and note that 80% of participants will rate training as good or excellent SV d) Solicit evaluation in annual January survey and via evaluation form at event AS e) Numbers of attendance, sessions offered, and evaluations by participants TdS f) Numbers of workshop topics provided, sessions offered, number of attendees who will complete standardized evaluation form TdS g) Attendees at training programs will complete evaluation forms GCo
Orientation for New Members SV, HR	<ul style="list-style-type: none"> a) New members will attend an orientation session SV b) Within 6 mo. of joining, new member staff will participate in an orientation which includes basic intro to ref interview, referral procedures and guidelines HR 	<ul style="list-style-type: none"> a) Count the number of participants and participating libraries SV b) 90% of participants will rate training as good or excellent HR
InfoPeople, and Other Training Agencies GG, TdS, HR	<ul style="list-style-type: none"> a) Provide series of InfoPeople training on Internet Reference for Q&A librarians GG b) Provide training for RLN Board members via joining agencies in San Diego and Riverside that support nonprofit corporations through training offerings TdS c) Intention is to deliver InfoPeople training on topics to be determined per member interest HR 	<ul style="list-style-type: none"> a) Gather statistics on number of workshops, number of participants; gather evaluations from workshop participants and users of materials; attempt to evaluate effect of training on service delivery GG b) Numbers of workshop topics provided, sessions offered, number of attendees who will complete standardized evaluation form TdS c) No measure given HR
Videoconferencing CP, GCo	<ul style="list-style-type: none"> a) Offer training via videoconferencing and/or internet contingent upon funding and availability CP b) Increase use of videoconferencing equipment by 80% GCo 	<ul style="list-style-type: none"> a) No specific measure given CP b) Track videoconferencing use statistics and report on findings GCoOo
Clearinghouse and Calendar of Training Ops GG, SV, TdS , GCo	<ul style="list-style-type: none"> a) Provide monthly web-based calendar of training activities in the region GG b) Post training opportunities on Web Site monthly calendar SV c) Act as clearinghouse for information from other training providers and distribute information to member libraries TdS d) Mount and maintain a current, accurate calendar of training and continuing education classes on Web Site GCo e) Plan for clearinghouse of useful technical information and services GCo 	<ul style="list-style-type: none"> a) Annual survey of members re: usefulness of this service GG b) Count the number of monthly training opportunities posted SV c) No specific measure given TdS d) Record both hits on web calendar page, review for accuracy and currency, note comments about it GCo e) No specific measure given GCo
Consultation HR	<ul style="list-style-type: none"> a) SJVIS staff will provide phone consultation for individuals' questions re techniques, approaches, tools HR 	<ul style="list-style-type: none"> a) 90% will rate as good or excellent HR

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Newsletter, Training Materials CP, GG, HR	a) 25% of members will request copies of Young Adult Training Videos to be produced by nationally recognized YA expert CP b) 25% of members will request the NSCLS correspondence course <i>Children's Services Training Manual</i> , revision to be completed June 2002 per contract CP c) Electronic distribution of training materials as needed GG d) Provide database pathfinders and training materials for public and staff GG e) Distribute an electronic newsletter to inform staff about reference matters HR	a) 90% of written evaluations from viewers will rate videos as good or excellent CP b) 90% of written evaluations of participants in correspondence course will rate as good or excellent CP c) Annual survey of members re: usefulness of this service GG d) Attempt to evaluate effect of training on service delivery GG e) No specific measure given HR
Training Support Staff TdS	a) Use temporary PT clerical staff to support training, e.g. take registrations, prepare materials, etc. TdS	a) No specific measure given TdS

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INFORMATION AND REFERRALS 18846	Standards of Service	Measures of Service Delivery
Questions & Answers CP, SV, AS, TdS, HR, GCo	a) 70% of referrals of those questions beyond scope/capability of member library will be completed within 10 working days via contract with NSCLS CP b) 70% of questions will receive responses within 10 working days SV c) 90% of questions will be answered Yes/Almost Yes/No on evaluation form SV d) 51 Higher level reference questions per month or equivalent service from 24/7 project for the region will be answered within 10 working days AS e) Via contract with Inland & Serra Library Systems, 70% of questions will be answered in 10 working days or less and 90% of questions will be answered TdS f) 70% of questions returned within 10 working days and 90% of questions will be answered yes/partly/no HR g) Determine if there is a need in member libraries for question answering and seek possible collaborations with other regions GCo	a) NSCLS will submit quarterly and annual statistical reports to region which will be analyzed for quantity and quality of service CP b) Annual report of questions received and responses SV c) Annual report of questions received and responses SV d) Targeted survey for libraries who receive answers to questions AS e) Quarterly report of statistics for number of questions, subject of questions, requesting libraries, turnaround time TdS f) Survey evaluations completed by library staff and library patrons; quarterly and annual reports to show how standards are met HR g) Provide evaluation of the region's service needs for information and referral programs GCo
Questions & Answers via Interactive Internet GG, GCo	a) Expand the interactive internet reference service, Q&A Cafe, to participating member libraries by achieving 200 librarians to provide assistance on line by 6/2002 for participating library clients GG b) Use of 24/7 project interactive reference service included in e) above and includes purchase of on-line reference service AS c) Observe 24/7 pilot program and seek possible collaboration for this service GCo	a) Users will evaluate service after each interactive internet reference session GG b) Targeted survey of libraries who use service AS c) Online and Reference Committee reports on service needs
Electronic Databases CP, HR, GCo	a) 70% of member libraries will use electronic databases provided by the region CP b) NSCLS will report database problems to vendor within 1 working day of discovery CP c) Locally produced indexes and databases will be available for all member libraries via contract with SJVIS HR d) Obtain best price for continuing databases for member libraries GCo	a) NSCLS will provide quarterly and annual usage statistical reports as are provided by database vendor which will be analyzed for quantity and quality of service CP b) NSCLS will maintain error report log CP c) No specific measure given HR d) User usage reports of currently used databases GCo
Resource Development GG, SV, AS, HR, GCo	a) Provide core reference tools GG b) Provide special licensing, shared bibliographic records, assessment tools GG c) Develop a plan for coordinated resource development, both electronically and through collection development GG d) Identify and share information re: special collection strengths within region SV e) Activities to further grant writing and database purchase negotiations AS f) As funds are available will negotiate for shared commercial databases and	a) No specific measure given; librarians will be asked to evaluate GG b) No specific measure given; librarians will be asked to evaluate GG c) Participating librarians will evaluate during course of activity GG d) Board and Council will assess findings; members will be surveyed for their satisfaction SV e) No specific measure given AS f) No specific measure given HR g) Committee reports on service needs GCo

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	indexes via contract with SJVIS HR g) Renegotiate contracts for existing databases and evaluate possible new database purchases for member libraries GCo	
Resource Clearinghouse GG, SV	a) Establish the Regional Resource Libraries Clearinghouse Committee to develop a plan for Resource Library sharing of resources and expertise GG b) Form a Regional Resource Centers Group to monitor state-level developments and to assess the criteria, roles, functions of regional resource centers SV c) Identify other-than-library information providers in the region and inform these providers about the RLN; share provider information with members SV	a) Participating librarians will evaluate during course of activity GG b) Board and Council will assess findings SV c) Board and Council will assess findings; members will be surveyed for their satisfaction SV
Interlibrary Loan (ILL) SV, TdS, HR	a) Begin to shift to staff-mediated automated ILL SV b) ILL will be developed and provided as an adjunct to reference service for members of the regional library network TdS c) Assist member libraries to place own ILL requests though bibliographic verification and location HR	a) Council and Board will assess findings SV b) Survey satisfaction of member libraries and library patrons annually TdS c) No specific measure given HR
Direct Loan/Onsite Services/ Patron Referral		
Policy & Protocol Development GG, SV, TdS	a) Develop plans for Resource Library sharing of resources and expertise and for coordinated resource development GG b) Begin to study and recommend policies/protocols for Regional Resource Centers; Other-Than-Library Information Providers; state-level developments; ILL; Reference; Direct Loan/Patron Referral; Summer Reading programs; monitor initiatives related to Youth Services SV c) Policies and procedures will be developed and approved and a reference manual written and distributed TdS d) Integrate functions and procedures of the 2 CLSA Reference Centers and upgrade electronic support systems TdS	a) Work of Regional Resource Libraries Clearinghouse Committee GG b) Council and Board will assess progress SV c) Survey satisfaction of member libraries and library patrons annually TdS d) Survey satisfaction of member libraries and library patrons annually TdS
Staff for Regional Library Network TdS, HR	a) Recruit and hire staff (Reference Coordinator and Librarians) and develop contract with subject specialists TdS b) Via contract with SJVIS will have access to augmented staff with anticipation of inclusion of expertise working with K-12 libraries HR	a) No specific measure given TdS b) No specific measure given HR
Training TdS, HR	a) Coordinate with Training Services Module on reference training of new members for staff development TdS b) To promote efficiency in reference referral, via contract with SJVIS, consult with member libraries on reference collection development and on question-answering strategies HR c) To improve reference services in each member library, via SJVIS contract, distribute to members an electronic newsletter published by SJVIS based on <i>News & Clues</i> HR	a) No specific measure given TdS b) No specific measure given HR c) No specific measure given HR

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PUBLIC AWARENESS 18847	Standards of Service	Measures of Service Delivery
Web Site CP, HR	<ul style="list-style-type: none"> a) Web Site, available 90% of the time, is the main vehicle to promote current, accurate information about regional services to the public CP b) Web Site problems to be corrected within 48 hours of discovery CP c) Develop PR packages initially to include a newsletter with quarterly revisions, which will be in print and electronic formats HR 	<ul style="list-style-type: none"> a) Webmaster to assess availability and currency of Web Site by visiting the site throughout each day; counter on site will record number of visits; comments via email; log of comments, responses, resulting actions CP b) Webmaster will frequently review site and maintain a log of adjustments made CP c) Phone interview of packet recipients and reports to Board HR
Press Releases CP, GG, TdS, GCo	<ul style="list-style-type: none"> a) Issue quarterly press releases highlighting services in the region CP b) Press Release Kits will be developed and distributed, in print and on web site, to member libraries for local tailoring CP c) Provide PR tool kit to member libraries GG d) Expand media database to encompass all of region GG e) Distribute 4 or more press releases TdS f) Provide for press coverage at various media outlets GCo 	<ul style="list-style-type: none"> a) Copies distributed to Board; semi-annual survey of member libraries to evaluate effectiveness CP b) Copies distributed to Board; semi-annual survey of member libraries to evaluate effectiveness CP c) Members to evaluate effectiveness GG d) Members to evaluate effectiveness GG e) Successful placement in relevant media TdS f) Number of events attended GCo
Printed Materials CP, GG, SV, AS, TdS, HR, GCo	<ul style="list-style-type: none"> a) Brochures designed by graphic artists will be made available for distribution; a template of the brochure will be available via Web Site CP b) Expand and distribute Bay Area author list; provide marketing materials for Q&A cafe for each new market; provide marketing materials for Ebook program/phase II GG c) Develop a new SVLN brochure and other informational materials for libraries and the general public via contract with PR consultant SV d) Print and distribute to members 5,000 Arroyo Seco Library Network brochures AS e) Produce and distribute to current and potential members information packets which convey corporate identity TdS f) Develop PR packages initially to include a newsletter with quarterly revisions, which will be in print and electronic formats HR g) Provide promotional materials to member libraries throughout the year GCo 	<ul style="list-style-type: none"> a) Semi-annual survey of member libraries to evaluate effectiveness CP b) Members to evaluate effectiveness GG c) Evaluation by Marketing/Public Awareness committee as well as Council and Board progress assessment SV d) Annual January survey will have a component AS e) Measure whether 10% -increase-in-membership target is met TdS f) Phone interview of packet recipients and reports to Board HR g) Quantities of promotional materials distributed to members GCo
Events GG, GCo	<ul style="list-style-type: none"> a) Participate in statewide Check It Out program and in National Library Week campaign GG b) Participate in activities to inform organizations and public about regional services GCo 	<ul style="list-style-type: none"> a) Members to evaluate effectiveness GG b) Number of events or workshops attended GCo
Identity of LOC Region SV, TdS	<ul style="list-style-type: none"> a) Establish a corporate image with standards for its use that is distributed in an information/promotion package by 9/15/01 SV b) Retain a PR firm to develop a corporate identity and to use it in public relations campaign TdS 	<ul style="list-style-type: none"> a) Evaluation by Marketing/Public Awareness committee as well as Council and Board progress assessment SV b)

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Recruiting SV, TdS, HR, GCo	a) Public Awareness Committee will recruit new members from 10/1/01 through 2/1/02 SV b) Achieve a 10% increase in regional membership by 6/30/02 TdS c) Membership drive to run from 10/1/01 to 3/1/02 HR d) Regional Administrator to promote region to all non-member libraries HR e) Focusing on school and special libraries, Membership Committee will identify and contact potential new members GCo	a) At least one third of eligible potential members will be contacted SV b) Measure whether 10% -increase-in-membership target is met TdS c) Increase in membership or 100% market saturation will indicate efficacy of membership drive HR d) Recruitment result updates presented at each Board meeting HR e) Review the numbers of potential and new members GCo
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<p style="text-align: center;"><u>Library of California Act Sections</u></p> <p>Sec. 18841 Regional library council.</p> <ol style="list-style-type: none"> a. Each regional library network shall establish a regional library council. Every eligible public library jurisdiction is designated as a member of the regional library network and its library director or designee is its representative on the regional network council. Every eligible institution of which one or more libraries is a participating library, as described in Section 18830, is designated as a member of the regional library network and shall designate its representative on the regional network council from among the directors of those participating libraries and its chief library coordinator. In addition, the regional library council shall include one library user from each type of member library. There shall be one vote per person on the regional network council. Duties of the regional network council include overall administrative responsibility for the network, adopting an annual plan of service, assuring the appropriate expenditure of funds, and submitting annual budget proposals to the state board for implementation of the provisions of this article. b. Each regional network council shall elect from its membership a representative board to carry out its policies. The board shall include at least one representative from each type of library elected by representatives of that type of library and at least one library user. There shall be one vote per person on the representative board. c. Administration and management of the regional library network shall provide the vision and leadership necessary to perform the functions and deliver the services in a timely and satisfactory manner. <p>Sec. 18842 (a) (b) (d) Required system and services. Each regional library network shall do all of the following:</p> <ol style="list-style-type: none"> a. Make available a telecommunications system for the transfer of information and communications among its members. b. Provide regional communications based upon the most effective methods of exchanging information among its members. d. Provide online access to the information files, resources, and bibliographic records of its members which may be accessed regionally and statewide. <p>Sec. 18842 (c)</p> <ol style="list-style-type: none"> c. Provide intraregional delivery service based upon the most cost-effective methods for moving materials among its members. 	<p><u>Glossary</u></p> <p>49-99 = 49-99 Library System BGCLS = Black Gold Cooperative Library System CE = Continuing Education CORE = a reference training program CSL = California State Library ISP = Internet Service Provider MVLS = Mountain Valley Library System NSCLS = North State Cooperative Library System PLS = Peninsula Library System SJVIS = San Joaquin Valley Information System URSA= Universal Resource Sharing Application, a product of epixtech, Inc. that allows broadcast searching of library catalogs and patron initiated inter-library loan Z39.50 = catalog interface software standard</p>
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Sec. 18845 **Training, continuing education.**

Each regional library network shall provide opportunities for training and continuing education activities that encourage the most effective use of the resources and services authorized under this chapter, and that respond to the needs of its members in the effective delivery of services.

Sec. 18846 **Information and referral services.**

- a. Each regional library network shall provide information and referrals to answer requests that are beyond the capacity or capability of its members by accessing the resources and expertise of other libraries, improving general reference service in participating libraries, and improving reference service to respond to the needs of the underserved populations in the region.
- b. Any eligible library or combination of eligible libraries or regional library network may receive funds from the state board for information service enhancement within the service area.

Sec. 18847 **Public library awareness.**

Each regional library network shall augment the public awareness programs of its members by providing public relations packages to them for customization and dissemination.